

# Public Works

City of Newton Performance Management Scorecard

October 2012

## Traffic Light Key

Green = actual value meeting or exceeding the target  
Yellow = actual value within 10% of meeting target  
Red = actual value worse tmore than 10% away from meeting target

## Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date  
Yellow = cumulative Year-to-Date the same as Last Year-to-Date  
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

		Monthly				Yearly		
Metric	Metric Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
1. Provide engineering services, both in-house and outside contractor, including evaluation, design, construction inspection, and contract management.								
% of projects under budget	Keep 100% of project under budget	100	100	95		100	99	
% of projects on schedule	Keep a mininum of 90% of projects on schedule	84	90	82		79	84	
2. Provide clean, safe drinking water to all Newton residents, businesses and institutions.								
% of water/sewer requests resolved within SLA	Keep % at or above the monthly average	71	71	99		69	77	
Total water meter transmitters replaced	Monthly progress targets	N/A	13000	15757		N/A	N/A	N/A
Water meters/City-managed exceptions yet to be installed	Monthly progress targets	N/A	220	219		N/A	N/A	N/A
3. Maintain public streets and sidewalks in a safe and passable condition.								
Streetlamp repair backlog	Reduce backlog to less than 100 streetlamps	168	100	164		127	164	
% of streetlamps repaired within 14 days of receipt	Repair at least 90% of streetlamps within 14 days	92	90	98		95	93	
Backlog of sidewalk repair requests	Reduce sidewalk backlog in FY12	502	502	88		505	88	
% of sidewalks made safe within 5 days	Make at least 95% of sidewalks safe within 5 days	81	95	79		79	95	
% of potholes repaired within 2 business days	Repair at least 95% of potholes within 2 days	82	95	83		63	87	
4. Remove and dispose of solid waste, including trash, recyclables, and hazardous materials.								
Trash tonnage (total)	Monthly progress targets	N/A	1634	1738	1738	7209	6923	
Recycling tonnage (curbside only)	Monthly progress targets	N/A	880	957	957	3631	3617	
Curbside recycling % of total tonnage	Maintain a recycling rate of 35% or more	35%	35%	36%		35%	35%	
% of trash pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collector	99.85	99.50	99.80		99.87	99.90	
% of recycling pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collections	99.79	99.50	99.94		99.91	99.95	

## Notes